



Phoenix Surgery
Patient Participation Group

PPG meeting held on Wednesday 11th January 2017

Present: Ingela Jacob (*Co-Chair*), Peter Jay (*Co-Chair*), Chris Tye, Anna Gibbins, Tony Isaacs, Dr Khalid Al-Khayat, Julia Maclean, Oscar Rook, Margaret Toms, Chris Swales (notetaking)

1 Welcome

Apologies

Apologies were noted for Tatyán Cheung, Lynne Earthy, David Jenkins, Allan Waller. **IJ** Welcomed new member Chris Tye to the Group.

2 Minutes of Last Meeting and matters arising

The minutes of the previous meeting held on 12.10.16 were reviewed and agreed. There were no matters arising.

3 Reports

Practice Report

JM – The Practice has successfully recruited a new doctor, Amy-Lou Douglas who will start on 10/04/2017, as a half time Partner. The surgery is still looking for new premises and the Phoenix business case for this is being prepared for the CCG Board. The Staywell Service has now been replaced by the new locality wide Frailty Service – Community Matron Sarah Page and Wellbeing Co-ordinator James Wade are covering here and Tetbury. Sally-Ann Bauer is the Frailty Service Lead and is based at Tetbury. The Phoenix Facebook page is now up and running.

Chair's Report

IJ - The handwashing project was well received. **PJ** - apparently another surgery hires the light box and carries out an annual audit of staff handwashing. **PJ** – Surgeries could potentially have a light box funded by The Phoenix Trust. It is hoped that all the local surgery PPGs will be attending the South Cotswold PPG cluster meeting where Becky Parish will be addressing rural issues. MT and PJ have completed teaching the third Memory Course which has received good evaluations.



Phoenix Surgery
Patient Participation Group

Feedback from CCG Listening Event.

PJ – AW attended the CCG meeting in December on Mental Health; there is a 5 year strategic plan and it is hoped that all 8 South Cotswold practices will be integrated into the group.

4 CQC Report: Discussion

KA - The process on the day went well. Five inspectors visited the practice and it was felt they were fair, friendly and professional. The doctors who were here were each interviewed for half an hour. The Lead Inspector was a nurse and asked some tough questions. The faults found were that the fridges need to be medical drug fridges with the temperature regularly logged, the lock on the Sluice Room door needed to be compliant, and that some of our prescription protocols needed to be reviewed. New processes and equipment have been put in place since the visit, to satisfy the CQC, who will be back within 6 months, to check on the highlighted fridges and protocols.

IJ – Three members of the PPG were interviewed for an hour and a half by the CQC inspectors, but only a few lines appeared in the Report.

PJ - The PPG is confident to report to fellow patients that the necessary improvements have been made.

5 Projects

Social Media

TI- JM, Dr Sethi, and TI met with Alex Sheppard to discuss updating the surgery's logo, Facebook page and website. Alex will be dealing with the website provider to amend the font, and templates etc. Alex has devised the profiles of some pseudo patients and their needs as examples for the website users.

Health Education

IJ- It is important to reach patients who should be engaged in their own health management. It was proposed that the next project would be to promote diabetes awareness. Nurse Carol is very proactive and willing to help with this. A small sub-group will be set up



Phoenix Surgery
Patient Participation Group

to organise this. **JM** - It would be good to run a promotion on nutrition and hydration along with the diabetes event. JM will link Alex into the nutrition and hydration discussions.

6 Patient Satisfaction Survey

This is scheduled for the first two weeks of February. Last year's survey had a bigger response due to the presence of the PPG members in the surgery and it also helped to raise the PPG's profile. It was discussed whether to go ahead as usual and it was decided to consult the partners first. **JM to discuss with the Partners.**

7 Any Other Business

OR – Had received a voicemail from a withheld number, requesting that he urgently make an appointment with the surgery. **JM** to make the Fraud Team at NHS Protect aware.

IJ – The Park Surgery is looking to establish a PPG.

8 Date of Next Meeting

Wednesday 5th April 2017 at **1.00pm**